Kinetic Business Centre, Theobald Street, Borehamwood WD6 4PJ, UK
Email: service@ukguardianship.com / Web: www.ukguardianship.com
Tel: +44 20 3576 8880 / Emergency number: +44 7834 465463

UKGuardianship Safeguarding and Child Protection Policy

Policy Statement

UKGuardianship (UKG) recognise our moral and statutory responsibility to safeguard and promote the welfare of all children. We acknowledge that "it could happen here". We make every effort to ensure that students and adults feel safe, secure, valued and respected, and feel confident to talk if they are worried, believing they will be effectively listened to.

The purpose of this policy is to provide staff, volunteers and homestays with the framework they need in order to keep children safe and secure whilst they are in our care. The policy also informs parents, agents and partner schools how we will safeguard their children whilst they are in our care.

This policy is based on the most recent guidance from *Keeping Children Safe in Education* and *Working Together to Safeguard Children*. It also makes use of guidance from the NSPCC website.

Key Safeguarding Contact Details

Role	Name	Telephone Number	Email
Designated Safeguarding Lead (DSL)	Susan Fang	020 3576 8880	director@ukguardianship.com
Deputy Designated Safeguarding Lead (DDSL)	Sarah Cooper Alexandra Reddington	020 3576 8880	sarah@ukguardianship.com alexandra@ukguardianship.com
UKG 24-Hour emergency contact	Susan Fang	07834 465 463	service@ukguardianship.com
LSP	Hertfordshire Safeguarding Children Partnership	0300 123 4043 (child protection concerns – 24 hours)	admin.hscp@hertfordshire.gov.uk
LADO (Local Authority Designated Officer)		01992 555420	LADO.Referral@hertfordshire.gov.uk

Child Protection Principles

The following principles underpin our provisions and practices in relation to safeguarding and child protection:

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- UKG will provide a safe and secure environment for all students;
- Homestays and transfer companies provide a safe and secure environment for all students;
- All students feel safe, secure and protected from harm;
- All students know who to turn to for help, advice or support, can access services confidentially, quickly and easily and have access to 24-hour support;
- The Managing Directors of the company have overall responsibility and accountability for the safeguarding and welfare of the students;
- All staff share in the responsibility to protect students from harm, remain vigilant in identifying safeguarding and child protection issues and to follow policies and procedures relating to safeguarding and child protection;
- Students and staff have effective means by which they can raise child protection concerns or report issues;
- Staff have at least one reliable means to contact all students quickly and directly;
- Staff are aware of the medical or learning needs of individual students via the Student Record;
- In cases where the whereabouts of a student under UKG is not known or the student is believed to be at risk of harm, procedures to locate the student by the safest and quickest means possible, or secure the safety of the student will be invoked immediately by following the Missing Student policy;
- The company has procedures in place that enable child protection concerns and incidents to be dealt with promptly and effectively and in line with relevant legislation.

UKG is committed to the protection of all children in its care. We are committed to safeguarding student welfare and undertake rigorous checks on all who work with us and we expect all staff, volunteers and homestays to share this commitment.

Safeguarding students is the responsibility of us all, including full-time, part-time, contracted, agency and volunteer staff including those who do not have cause to come into direct or regular contact with students in order to carry out their daily duties. It also applies to those who provide homestay accommodation for our students and third-party contractors.

The safety and welfare of children, or Child Protection, means protecting children from physical, emotional or sexual abuse or neglect where there is an identified risk. Safeguarding is the minimisation of the risk to children from all forms of child abuse including for example:

- child sexual exploitation
- radicalisation and extremism
- female genital mutilation
- physical, emotional, sexual abuse or neglect
- domestic abuse
- online abuse
- bullying and cyber bullying

We aim to ensure that the students in our care experience at all times a caring and secure environment in which they feel safe, respected and valued.

In pursuit of this aim, UKG undertakes the following:

1. Training is provided for all staff and homestays to a level appropriate for their role (see training section below);
2. We promote an environment of trust, openness and clear communication between students, school and UKG staff and our Homestays, so that student welfare, safety and pastoral care is recognised as the top priority;
3. We respond to any reported allegation or suspicion of child abuse in accordance with the UKG procedures as outlined below;
4. We ensure that all guardianship personnel, homestays and personnel offering outsourced services who come into direct contact with students in our care, are recruited using safer recruitment practices and are formally screened through the completion of an enhanced DBS check;
5. We maintain links with the appropriate agencies who have a statutory responsibility to deal with child welfare and child protection concerns.

If you have any reason to believe that a child in your care is suffering from any form of abuse or neglect, then please report it immediately in confidence to the DSL or DDSL using the contact details listed in this policy.

Supporting procedures

This policy is to be read in conjunction with the following policies and documents:

- Anti-bullying and (including cyber-bullying) Policy
- Anti-Radicalisation Policy
- Low Level Concern policy
- Online safety policy
- Missing student Policy
- Safer Recruitment Policy
- Staff and Homestay Code of Conduct
- Student Code of Conduct
- Whistleblowing Policy
- Emergency procedure (This includes information on the guardianship organisation's approach to foreseeable emergencies, such as a pandemic.)

Definitions

Term	What this means
Safeguarding and promoting the welfare of children	is defined as: • protecting children from maltreatment;

	• preventing impairment of children's mental and physical health or development; • ensuring that children grow up in circumstances consistent with the provision of safe and effective care; • taking action to enable all children to have the best outcomes.
Child Protection	Is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.
Designated Safeguarding Lead (DSL)	This is the person identified as taking the lead in safeguarding matters in an organisation. This person (and a deputy) will be trained to a higher level.
Prevent	Prevent is the name given to part of the government's strategy to prevent terrorism by reducing the possibility of radicalisation.
Local Safeguarding Partnership (LSP)	Formerly Local Safeguarding Children Board (LSCB) and consisting of the local authority, the clinical commissioning group within the local authority and the chief office of police within the local authority.
LADO	The role of the Local Authority Designated Officer (LADO) is to coordinate all allegations and concerns made against a person who works with children.
Children	'Children' includes everyone under the age of 18.

Abuse, neglect and exploitation

- Knowing what to look for is vital to the early identification of abuse, neglect and exploitation. All staff and homestays should be aware of indicators of abuse, neglect and exploitation so that they are able to identify cases of children who may be in need of help or protection. If staff or homestays are unsure, they should always speak to the DSL (or DDSL).

- All staff and homestays should be aware that abuse, neglect and safeguarding issues are rarely stand-alone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.
- Abuse can take place wholly online, or technology may be used to facilitate offline abuse.
- All staff should be aware that child sexual and child criminal exploitation are forms of child abuse.
- Contextual Safeguarding: All staff, volunteers and homestays should be aware that safeguarding incidents and/or behaviours can be associated with factors outside the guardianship

organisation, school or college and/or can occur between children outside of these environments. All staff, but especially the designated safeguarding lead (and deputy) should consider whether children are at risk of abuse or exploitation in situations outside their families. Extra-familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual exploitation, criminal exploitation, and serious youth violence.

Types of abuse and neglect

(Taken from *Keeping Children Safe in Education* 2024)

Abuse:
a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused by other children or adults, in a family or in an institutional or community setting by those known to them or, more rarely, by others.

Physical abuse:
a form of abuse that may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Emotional abuse:
the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

Sexual abuse:
involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Females can also be abusers as can other children. The sexual abuse of children by other children is a specific safeguarding issue (also known as child-on-child abuse) in education and all staff should be aware of it and their school or colleges policy and procedures for dealing with it.

Neglect:
the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate

supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

(For specific types of abuse, please see the additional information at the end of this policy.)

Signs of Abuse and Neglect

The following information has been taken from the NSPCC website https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/

Common signs

The NSPCC list the following as common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body

These signs don't necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour – but we can help you to assess the situation.

You may also notice some concerning behaviour from adults who you know have children in their care, which makes you concerned for the child/children's safety and wellbeing.

Indicators of Physical Abuse

Bumps and bruises don't always mean a child is being physically abused. All children have accidents, trips and falls. And there isn't just one sign or symptom to look out for. But it's important to be aware of the signs.

If a child regularly has injuries, there seems to be a pattern to the injuries or the explanation doesn't match the injuries, then this should be reported.

Physical abuse symptoms include:

- bruises
- broken or fractured bones

- burns or scalds
- bite marks

It can also include other injuries and health problems, such as:

- scarring
- the effects of poisoning, such as vomiting, drowsiness or seizures
- breathing problems from drowning, suffocation or poisoning

Head injuries in babies and toddlers can be signs of abuse so it's important to be aware of these.

Visible signs include:

- swelling
- bruising
- fractures
- being extremely sleepy or unconscious
- breathing problems
- seizures
- vomiting
- unusual behaviour, such as being irritable or not feeding properly

Indicators of Emotional Abuse

There might not be any obvious physical signs of emotional abuse or neglect. And a child might not tell anyone what's happening until they reach a 'crisis point'. That's why it's important to look out for signs in how a child is acting.

As children grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. But children who are being emotionally abused might:

- seem unconfident or lack self-assurance
- struggle to control their emotions
- have difficulty making or maintaining relationships
- act in a way that's inappropriate for their age

The signs of emotional abuse can also be different for children at different ages. Children might:

- use language you wouldn't expect them to know for their age
- act in a way or know about things you wouldn't expect them to know for their age
- struggle to control their emotions
- have extreme outbursts
- seem isolated from their parents
- lack social skills
- have few or no friends.

Indicators of Sexual Abuse

Knowing the signs of sexual abuse can help give a voice to children. Sometimes children won't understand that what's happening to them is wrong or they might be scared to speak out. Some of the signs you might notice include:

Emotional and Behavioural signs

- Avoiding being alone with or frightened of people or a person they know
- Language or sexual behaviour you wouldn't expect them to know
- Having nightmares or bed-wetting
- Alcohol or drug misuse
- Self-harm
- Changes in eating habits or developing an eating problem

Physical Signs

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy

If a child is being or has been sexually abused online, they might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet
- Children and young people might also drop hints and clues about the abuse

Indicators of Neglect

Neglect can be really difficult to spot. Having one of the signs doesn't necessarily mean a child is being neglected. But if you notice multiple signs that last for a while, they might show there's a serious problem. Children and young people who are neglected might have:

Poor appearance and hygiene

- being smelly or dirty
- being hungry or not given money for food
- having unwashed clothes
- having the wrong clothing, such as no warm clothes in winter

Health and development problems

- anaemia
- body issues, such as poor muscle tone or prominent joints
- medical or dental issues

- missed medical appointments, such as for vaccinations
- not given the correct medicines
- poor language or social skills
- regular illness or infections
- repeated accidental injuries, often caused by lack of supervision
- skin issues, such as sores, rashes, flea bites, scabies or ringworm
- thin or swollen tummy
- tiredness
- untreated injuries
- weight or growth issues

Housing and family issues

- living in an unsuitable home environment, such as having no heating
- being left alone for a long time
- taking on the role of carer for other family members

Change in behaviour

- becoming clingy
- becoming aggressive
- being withdrawn, depressed or anxious
- changes in eating habits
- displaying obsessive behaviour
- finding it hard to concentrate or take part in activities
- missing school
- showing signs of self-harm
- using drugs or alcohol

Procedures

When new staff, volunteers or homestays join our organisation, they are informed of the safeguarding arrangements in place, the name of the DSL (and DDSL) and how to share concerns with them. Please note that the usual reporting channel is via the DSL, however anyone can make a referral direct to the LSP or LADO. The contact details are included in this document.

All staff and homestay providers should understand that children might not be ready, able, or aware enough to disclose that they are experiencing abuse, exploitation, or neglect. They may also not recognise that what they are experiencing is harmful. Despite this, staff should maintain professional curiosity and report any concerns about a child to the Designated Safeguarding Lead (DSL).

Self-Referral

UKG encourages all staff, homestays and volunteers to self-refer if they think they have done something which might be construed as a safeguarding matter or a matter about which they do not feel comfortable. In the first instance the person should approach the UKG DSL/DDSLs to explain the

situation and normal practices will then be followed. If the member of staff or volunteer prefers to communicate with someone else, then they should refer to the Whistleblowing Policy for other means of referral.

Actions to be followed if there are concerns about a child or young person

- All staff members and homestays have a duty to identify and respond to suspected / actual abuse or disclosures of abuse. Any member of staff, volunteer or homestays who receives a disclosure or allegation of abuse, or suspects that abuse may have occurred must report it immediately to the DSL (or, in their absence, the DDSL).
- Where there is risk of immediate harm, concerns will be referred immediately by telephone to the LSP (0300 123 4043) or the Police.
- Less urgent concerns or requests for support, including for Early Help, will be sent by the DSL to the LSP via 0300 123 4043.
- The DSL may also seek advice from Social Care or another appropriate agency about a concern, if we are unsure how to respond to it.
- The DSL will refer any safeguarding concerns that relate to an incident in school to the school. Concerns will be referred to the school DSL. If an allegation is made against a member of school staff, the guardianship organisation will check the school policy to see who to refer such matters so. This is usually the Head of the School. If the allegation involves the Head, then usually the chair of governors should be informed.
- Where a concern is not seen to reach the threshold for a referral, the DSL will keep the concern on file and will monitor the situation. Should the concern escalate, a referral will be made to the LSP.
- Wherever possible, we will share any safeguarding concerns, or an intention to refer a child to Children's Social Care, with parents or carers. However, we will not do so where it is felt that to do so could place the child at greater risk of harm or impede a criminal investigation. On occasions, it may be necessary to consult with the LSP and/or Police for advice on when to share information with parents / carers.
- If a member of staff or homestay continues to have concerns about a child and feels the situation is not being addressed or does not appear to be improving, the staff member or homestay concerned should press for re-consideration of the case with the designated safeguarding lead.
- If, for any reason, the DSL (or DDSL) is not available, or you do not feel that your concern is being taken seriously, this should not delay appropriate action being taken. Any individual may refer to the LSP or Police where there is suspected or actual risk of harm to a child. The contact details are included at the beginning of this policy.
- Full records of reports and action taken will be maintained by the DSL and securely stored in a specific safeguarding file.

Allegations of abuse against a member of staff or homestay

- This guidance should be followed where it is alleged that anyone working, volunteering or hosting students for UKG has:
  - behaved in a way that has harmed a child, or may have harmed a child;

- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children (transferable risk).

- In the event that there is an allegation against a member of staff, volunteer or homestay, UKG will follow the guidance in *Keeping Children Safe in Education 2020* Part 4.
- Allegations against a member of guardianship organisation staff, volunteers or homestays should be directed to the Managing Director of UKG, Susan Fang. The Managing Director must contact the LADO immediately and follow their advice. They **must not** investigate themselves. If the allegation is about the Managing Director, please contact AEGIS (tel: +44 (0) 1453 821293) who will contact the LADO and follow the advice as above. Alternatively, the allegation can be reported directly to the LADO.
- UKG will report promptly to the DBS any person whose services are no longer used for regulated activity because they have caused harm or posed a risk of harm to a child.
- Any historical allegations should be referred to the police.
- Low level concerns: The safety and wellbeing of students in our care is dependent on the vigilance of all our staff, volunteers and homestays and their prompt communication to the DSL or Managing Director, Susan Fang, of any concerns, no matter how small, about any conduct by an adult which causes you to doubt that adult's suitability to work with or have access to children. UKG is conscious of its duty of care to students and will always act, including if alerted to the possibility of abuse arising from situations or persons outside our care. The notification and prompt handling of all concerns about adults is fundamental to safeguarding students. It helps to identify and prevent abuse and to protect adults against misunderstandings or misinterpretations. It also encourages openness, trust and transparency and it clarifies expected behaviours. Please refer to our low-level concerns policy for further details.

How to receive a disclosure from a child or young person

- Reassure the child and listen carefully – it is important that they know you believe them.
- Do not say you will not say anything to anyone – in fact you have a duty to disclose this to another person so do not promise confidentiality.
- Make sure you take detailed notes, write everything down (it may not be possible to take notes at the time but you should do so as soon as you are able to).
- Ask open questions if appropriate, do not lead the conversation to find out what has happened. Use words such as tell me, explain or describe, and allow the student to speak.
- Avoid words such as what, why, how when – these will be asked by the relevant agency if appropriate.
- Ensure that you notify the police by calling 999 if you believe that the young person is at immediate or serious risk of harm.
- Contact the DSL (Annie Fang) or DDSL (Jonas Lim, and Kit Yau) as soon as practicable and in any case within 24 hours
- If the disclosure is made out of hours, please use the emergency phone number 07834 465 463.

Sharing Safeguarding Information

Information will be shared with guardianship organisation staff, homestays and the school's DSL (of the school that the student attends) who 'need to know'.

All staff and homestays must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and that the Data Protection Act 1998 and General Data Protection Regulations are not a barrier to sharing information where a failure to do so would place a child at risk of harm. There is a lawful basis for child protection concerns to be shared with agencies who have a statutory duty for child protection.

All staff and homestays must be aware that they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing. However, staff and homestays are aware that matters relating to child protection and safeguarding are personal to children and families, in this respect they are confidential and the DSL and DDSL will only disclose information about a child to other members of guardianship organisation staff, homestays or the DSL of the school that the student attends on a need to know basis.

The wishes of the student who has raised a concern will be considered, provided the student has sufficient understanding and maturity and is properly informed. However, there may be occasions where the situation is so serious that, following appropriate consultation, a decision must be made that overrides the student's wishes.

The views of the complainant's parents or guardians will also be considered, provided they do not have interests that conflict with the student's best interests and are properly informed. Again, it may be necessary, after appropriate consultation, to override parental wishes in certain circumstances.

If the Designated Safeguarding Lead (DSL) believes that disclosing information to parents would place the child at risk, they will seek further advice from relevant professionals before deciding whether to disclose.

Where the DSL decides not to refer the concerns to the relevant authorities, the individual who raised the concern will be provided with a clear explanation of why UKGuardianship is not taking further action. They will also be advised that, if they remain concerned, they have the right to consult or report the matter to the appropriate authorities.

Role of DSL and DDSL

The DSL will take lead responsibility for safeguarding and child protection (including online safety). This will be explicit in the role holder's job description. This person has the appropriate status and authority within the guardianship organisation to carry out the duties of the post.

The DDSL is trained to the same standard as the DSL and the role is explicit in their job description.

The designated safeguarding lead:

- refers cases of suspected abuse to the local authority children's social care as required;
- supports staff and homestays who make referrals to local authority children's social care;
- refers cases to the Channel programme where there is a radicalisation concern as required;
- supports staff and homestays who make referrals to the Channel programme;
- refers cases where a crime may have been committed to the Police as required;
- acts as a point of contact with the three safeguarding partners;
- liaises with the Managing Director to inform them of issues;
- liaises with staff and homestays on matters of safety and safeguarding (including online and digital safety) and when deciding whether to make a referral by liaising with relevant agencies;
- acts as a source of support, advice and expertise for all staff and homestays;
- ensures the guardianship organisation's child protection policies are known, understood and used appropriately;
- ensures the child protection policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with the Managing Director regarding this;
- ensures the child protection policy is available for all relevant parties;
- links with the safeguarding partner arrangements to make sure staff and homestays are aware of any training opportunities and the latest local policies on local safeguarding arrangements.

Contact Details for the DSL and DDSL

Role	Name	Telephone Number	Email
DSL	Susan Fang	020 3576 8880	director@ukguardianship.com
DDSL	Sarah Cooper Alexandra Reddington	020 3576 8880	sarah@ukguardianship.com alexandra@ukguardianship.com
24-Hour emergency line	Susan Fang	07834 465 463	service@ukguardianship.com

Prevent

UKG has a separate policy that outlines our procedure for Anti-Radicalisation and Prevent. This can be found at https://ukguardianship.com/uk-guardianship/handbook-and-policies/.

Prevent Lead Contact Details

Role	Name	Telephone Number	Email
Prevent Lead	Susan Fang	020 3576 8880	director@ukguardianship.com

Record keeping

UKG will keep full records of any safeguarding concern reported to them. Safeguarding records will be stored securely and separately to the general student files. These will be stored confidentially by the DSL in a password protected file. Only the DSL and DDSL will have access to these files.

Records will be detailed and accurate (either handwritten or using appropriate secure online software). These will include all concerns about a student even if there is no need to make an immediate referral and record the rationale for decisions made and action taken. Copies of any correspondence or notes from conversations with the LSP, school DSL or other external agency will be included in the file.

UKG will ensure that the indication of the existence of the additional child protection file is marked on the student file record. Information will only be shared in a need to know basis in order to safeguard the student,

Training and updates

UKG will ensure that all staff and homestays receive training and regular updates that is suitable for their roles. A formal record of all safeguarding training will be kept.

DSL and DDSL

The DSL and DDSL will attend suitable face-to-face training as approved or provided by the Local Safeguarding Partners (LSP), AEGIS or the NSPCC. This training will be renewed every two years.

Other staff and homestays

All other members of staff, volunteers and Homestays will receive appropriate safeguarding training to an appropriate basic awareness level (previously referred to as level 1), every three years. This will either be done online or in person. Members of staff, volunteers and Homestays who have already completed suitable safeguarding training for another provider that is still in date will not be required to re-train. In this case the DSL will still need to ensure that the person fully understands UKG's own procedures for safeguarding.

All staff and homestays will receive regular safeguarding updates, at least once per year – normally in September. These will be given by the DSL.

Whistleblowing

UKG has a separate policy that outlines the whistleblowing procedures. These protect staff members who report colleagues they believe are doing something wrong or illegal, or who are neglecting their duties. This can be found at https://ukguardianship.com/uk-guardianship/handbook-and-policies/.

Local Safeguarding Partnerships (LSPs)

UKG will liaise with their Local Safeguarding Partnership (LSP) and work in partnership with other agencies in line with *Working Together to Safeguard Children*.

Partner schools have their own safeguarding policies. These can be found on their website and will include the contact details for their LSP. UKG recognises that if any safeguarding concerns occurred whilst a student was in a homestay that was out of the school's county then a different/additional LSP arrangement would be required as well. In this case, UKG will contact the relevant LSP and follow their procedures. Details can be found on the Local Authority website. The website below provides a link to all of the LSPs in the country:

https://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links

In the event of any contact information difficulties then UKG should call the police as they are one of the partners.

The company is aware of how to access local agency contacts; this includes Local Safeguarding Partnerships across the country and how to access locally agreed inter-agency procedures and guidance. In addition, the company is aware of the non-emergency reporting procedures via the Local Authority's Children's Services relevant to the area or Multi-Agency Safeguarding Hub (MASH), or by telephoning the non-emergency Police number 101. For emergency situations, the company is aware of the need to contact the relevant police force for the area by dialling 999, this includes in Wales and Police Scotland.

The company is aware that in **Scotland**, for a non-emergency referral or concern they can contact the local children's social work team. Their contact details can be found on the website for the local authority the child lives in, and in the table below. Alternatively, they can contact the local office of Scottish Children's Reporter Administration: https://www.scra.gov.uk/contact-us/

The company is aware that in **Wales** for a non-emergency referral or concern they can contact the local child protection services. Their contact details can be found on the website for the local authority the child lives in, and on the table below.

Contact Details

Role	Name	Telephone Number	Email

LSP	Hertfordshire Safeguarding Children Partnership	0300 123 4043 (child protection concerns – 24 hours)	admin.hscp@hertfordshire.gov.uk
LADO		01992 555420	LADO.Referral@hertfordshire.gov.uk

Contact Details for LSPs and LADOs across the areas that UKG operates

Area	Role and Name of contact	Telephone Number	Email
Oxford	Oxfordshire Safeguarding Children Board	01865 815843	oscb@oxfordshire.gov.uk
Winchester	Hampshire Safeguarding Children Partnership	01329 225379/ 0300 555 1384	childrens.services@hants.gov.uk
Surrey	Surrey Safeguarding Children Partnership	01372 833330	partnership.team@surreycc.gov.uk
Bristol	Keeping Bristol Safe Partnership – Children	0117 903 6444	kbsp@bristol.gov.uk
Brentwood / Chelmsford	Essex Safeguarding Children Board	0345 603 7627	escb@essex.gov.uk
Harborough / Loughborough	Leicestershire and Rutland Safeguarding Children Partnership	0116 305 0005	
Bruton / Street	Somerset Local Safeguarding Children Partnership	0300 123 3078	childrens@somerset.gov.uk
Burgess Hill / Crawley	West Sussex Safeguarding Children Partnership	01403 229900	MASH@WestSussex.gov.uk
Cambridge	Cambridgeshire and Peterborough Children Safeguarding Partnership Board	0345 045 5203	referralcentre.children@ cambridgeshire.gov.uk
Cardiff	Cardiff and Vale of Glamorgan Regional Safeguarding Board Child and Adult	029 2053 6490	cardiffandvalersb@cardiff.gov.uk

Manchester	Manchester Safeguarding Children Partnership	0161 234 5001	mcsreply@manchester.gov.uk
Kent	Kent Safeguarding Children Multi-Agency Partnership	03000 42 11 26	kscmp@kent.gov.uk
Shrewsbury	Shropshire Safeguarding Children Partnership	0345 678 9021	
Edinburgh	Social Care Direct	0131 200 2324	socialcaredirect@edinburgh.gov.uk
Elgin	Moray Council Child Protection Committee	01343 554370	childrensaccessteam@moray.gov.uk
Holt	Norfolk Safeguarding Children Partnership	0344 800 8021	nscb@norfolk.gov.uk
Hereford	Safeguarding Children and Young People in Herefordshire	01432 260800	
Bideford	Devon Children and Families Partnership (DCFP)	0345 155 1071	mashsecure@devon.gov.uk
Bath	Bath and North East Somerset Local Safeguarding Children Board	01225 39 69 67	ChildCare_Duty@bathnes.gov.uk
Sherborne	Dorset Safeguarding Children Board	01305 228558	childrensfirstresponse@ bcpcouncil.gov.uk
Malvern	Worcestershire Safeguarding Children Partnership	01905 822666	
Birmingham	Birmingham Safeguarding Children Partnership	0121 303 1888	CASS@birminghamchildrenstrust.co.uk
Mill Hill	Barnet Safeguarding Children Partnership	020 8359 4066	MASH@barnet.gov.uk
York (North)	North Yorkshire Safeguarding Children Partnership	01609 532477	safeguardingunit@northyorks.gov.uk
Brighton	The Brighton & Hove Safeguarding Children Partnership (BHSCP)	01273 290400	FrontDoorForFamilies@ brighton-hove.gov.uk
Fleetwood	Blackburn with Darwen, Blackpool and Lancashire	01253 477299	duty.assessment@blackpool.gov.uk

	Children's Safeguarding Assurance Partnership		
Croydon	Croydon Local Safeguarding Children Partnership	0208 255 2888	childreferrals@croydon.gcsx.gov.uk
Windsor	Windsor and Maidenhead Local Safeguarding Children Board	01628 683150	Safeguarding.Partnership@rbwm.gov.uk

Liaison with parents/ agents and partner schools

- The guardianship organisation may be required to share confidential safeguarding information with the DSL of the school or college that the student attends. When a student moves school or college, safeguarding information may be shared with the DSL of the new school. All schools and colleges have their own safeguarding and child protection policies that outline their procedures. These can be found on their websites.
- Whilst the guardianship organisation will work openly with parents as far as possible, it reserves the right to contact the LSP or the police, without notifying parents, if this is believed to be in the child's best interests.
- UKG will not usually share safeguarding information with agents unless it is necessary to safeguard the student. In this case information will be provided on a need-to-know basis and on the understanding that it should be kept strictly confidential.

Further Detail on specific types of abuse

The following information is taken from *Keeping Children Safe in Education* (2024). Please refer to this document for further details, including additional types of abuse.
https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf

Safeguarding issues

All staff and homestays should have an awareness of safeguarding issues that can put children at risk of harm. Behaviours linked to issues such as drug taking, alcohol abuse, deliberately missing education and sexting (also known as youth produced sexual imagery) put children in danger.

Child-on-child abuse

All staff should be aware that children can abuse other children at any age (often referred to as child-on-child abuse). It can happen both inside and outside of school or college and online. It is important that all staff recognise the indicators and signs of abuse and know how to identify it and respond to reports. Child-on-child abuse is most likely to include, but may not be limited to:

- bullying (including cyberbullying, prejudice-based and discriminatory bullying)

- abuse in intimate personal relationships between children (sometimes known as 'teenage relationship abuse')
- physical abuse which can include hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- sexual violence, such as rape, assault by penetration and sexual assault
- sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment

Part 5 of *Keeping Children Safe in Education (2024) p*rovides additional details about child on child sexual violence and sexual harassment and is of particular importance today in light of current issues in the press and the many testimonies on Everyone's Invited website https://www.everyonesinvited.uk/

All staff are encouraged to read this as part of their induction and ongoing learning. This is to assist staff to understand and discharge their role and responsibilities as set out in this guidance.

Child abduction and community safety incidents

Child abduction is the unauthorised removal or retention of a minor from a parent or anyone with legal responsibility for the child. Child abduction can be committed by parents or other family members; by people known but not related to the victim (such as neighbours, friends and acquaintances); and by strangers.

Other community safety incidents in the vicinity of a school can raise concerns amongst children and parents, for example, people loitering nearby or unknown adults engaging children in conversation.

As children get older and are granted more independence (for example, as they start walking to school on their own) it is important they are given practical advice on how to keep themselves safe.

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

Both CCE and CSE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in criminal or sexual activity. It may involve an exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CCE and CSE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Child Criminal Exploitation (CCE)

Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others.

Children can become trapped by this type of exploitation, as perpetrators can threaten victims (and their families) with violence or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognised by adults and professionals, (particularly older children), and they are not treated as victims despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to.

It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however professionals should be aware that girls are at risk of criminal exploitation too. It is also important to note that both boys and girls being criminally exploited may be at higher risk of sexual exploitation.

Child sexual exploitation (CSE)

CSE is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing, and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse including via the internet.

CSE can occur over time or be a one-off occurrence and may happen without the child's immediate knowledge for example through others sharing videos or images of them on social media.

CSE can affect any child who has been coerced into engaging in sexual activities. This includes 16- and 17-year-olds who can legally consent to have sex. Some children do not realise they are being exploited and may believe they are in a genuine romantic relationship.

Serious violence

All staff should be aware of the indicators, which may signal children are at risk from, or are involved with, serious violent crime. These may include increased absence from school or college, a change in friendships or relationships with older individuals or groups, a significant decline in educational performance, signs of selfharm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

Female genital mutilation (FGM)

Whilst all staff should speak to the designated safeguarding lead (or a deputy) with regard to any concerns about female genital mutilation (FGM), there is a specific legal duty on teachers.14 If a teacher, in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, the teacher must report this to the police. See page 160 for further information.

Forced marriage

Forcing a person into a marriage is a crime in England and Wales. A forced marriage is one entered into without the full and free consent of one or both parties and where violence, threats or any other form of coercion is used to cause a person to enter into a marriage. Threats can be physical or emotional and psychological. A lack of full and free consent can be where a person does not consent or where they cannot consent (if they have learning disabilities, for example). Nevertheless, some perpetrators use perceived cultural practices as a way to coerce a person into marriage. Schools and colleges can play an important role in safeguarding children from forced marriage.

Domestic Abuse

Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.

Upskirting

The Voyeurism (Offences) Act, which is commonly known as the Upskirting Act, came into force on 12 April 2019. 'Upskirting' is where someone takes a picture under a person's clothing (not necessarily a skirt) without their permission and or knowledge, with the intention of viewing their genitals or buttocks (with or without underwear) to obtain sexual gratification, or cause the victim humiliation, distress or alarm. It is a criminal offence. Anyone of any gender, can be a victim.

Online safety

The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; radicalisation; sexual predation: technology often provides the platform that facilitates harm.

The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

- **content:** being exposed to illegal, inappropriate or harmful material; for example, pornography, fake news, racist or radical and extremist views;
- **contact:** being subjected to harmful online interaction with other users; for example, commercial advertising as well as adults posing as children or young adults; and
- **conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images, or online bullying.

UKG recognises the risks posed to students online. Further information can be found in the e-safety and bullying (including cyber-bullying) policies.

Mental Health

All staff and homestays should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Staff and homestays, however, are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. It is key that staff and homestays are aware of how these children's experiences, can impact on their mental health, behaviour and education. If staff or homestays have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken, following their child protection policy and speaking to the designated safeguarding lead or a deputy.

Please refer to UKG's separate Mental Health Policy for further details.

Student Safeguarding Information

Feeling Worried or Have a Problem? Here's Who Can Help

Coming to study in the UK is an exciting new chapter, and we're here to make sure you have a positive and rewarding experience. If something is bothering you, don't worry—you are not alone, and support is always available.

It's normal to feel upset or concerned from time to time. The following information outlines who you can turn to for help, so you can choose someone you feel comfortable with. Many students have found that even the biggest problems feel easier to manage once they've talked them through with someone they trust.

Do You Have a Concern?

Here are some examples of things that might be troubling for students:

- You're feeling unwell but are too nervous or embarrassed to tell anyone.
- You feel sad, hopeless, or like life isn't worth living.
- You or someone you know is being bullied or excluded.
- You're worried that another student may be harming themselves or struggling with eating.
- There are issues in your Host Family home that are making you feel unsafe or uncomfortable.
- You've seen or heard about something dangerous or illegal another student may be involved in.
- You're involved in a serious issue and feel stuck—this could involve drugs, alcohol, money, or sex.
- You believe you're being treated unfairly because of your gender, race, religion, disability, sexual orientation, or identity.
- You feel that a UKGuardianship staff member or Host Family member has treated you unfairly—for example, showing favouritism or giving you an unreasonable punishment.

- You feel you are not being given the privacy or personal space you need.

What Should You Do?

If anything like this is happening—or if something else is making you feel unhappy—it's really important to talk to someone about it. Even if you think you can handle it on your own, sharing it could bring helpful solutions you hadn't considered.

There are many people available to support you. You might want to start by talking to a fellow student who you trust. But you should also know there are adults who are ready and willing to help, including your Host Family or someone from UKGuardianship who makes you feel safe and listened to.

Here are some people you can reach out to:

- Your parents, guardians, or other close family members
- A Houseparent, Tutor, Head of Year, or another trusted staff member at school—such as a Chaplain, School Counsellor, or Nurse
- An older student at your school or someone from another country who is also with your Host Family, allocated through UKGuardianship
- Your Host Family
- The UKGuardianship Safeguarding Team:
    - **Designated Safeguarding Lead**: Susan Fang: +44 (0) 7710 513723
    - **Deputy Designated Safeguarding Lead**: Sarah Cooper: +44 (0) 7749 541452

If you don't feel comfortable talking to any of the people listed above, you can also contact:

- **NSPCC** (National Society for the Prevention of Cruelty to Children) – 0800 800 5000 or visit www.nspcc.org.uk
- **Childline** – 0800 1111 or www.childline.org.uk

Who Else Might Be Informed?

We understand you might want your conversation to stay private. In many cases, confidentiality is respected. However, if your safety or wellbeing—or someone else's—is at risk, the adult you speak to might need to share your concerns with someone who can help. This could be someone at your school, UKGuardianship, or a child protection organisation.

Please don't let this stop you from speaking up. Most students say they feel much better after talking about a problem, and that it helped put things into perspective.

This policy was last reviewed in August 2026 by Alexandra Reddington.

Appendix 1: Incident Form

CHILD PROTECTION RECORD – Report of a Concern

Date of record:	
Date of incident:	

Name of referrer:		Role of referrer:	
Student name:			
Details of concern:	• *use initials for other children / young people involved, unless there is a specific need to name them in full* • *contemporaneous notes, if taken, may be attached to this form*		
Reported to:		Role of person reported to:	
Signed:			

For DSL/ DDSL use:

Action taken:		Advice sought: *(from whom and what was advice given)*	
Concern / referral discussed with parent / carer?		*If not, state reasons why – if yes, note discussion with parent*	
Referral made:		*If not, state reasons why – if yes, record to whom and any action agreed*	
Feedback to referring member of staff or homestay:			*By whom*
Response to / action taken with student:			*By whom*
Name and contact number of key workers:			
Name and contact details of GP:			
Other notes / information / concerns: Any other action required:			